UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO. : 6,961,720 B1
APPLICATION NO. : 10/008152
DATED : Nov. 1, 2005
INVENTOR(S) : Nelken

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

The title page showing the print figure should be deleted, and replaced with the attached amended title page.
Drawing sheets, cosisting of Fig. 1, 2, 3, and 4 should be deleted and replace with the drawing sheets, consisting ofFig. 1, 2, 3, and 4 as shown on the attached pages.

Signed and Sealed this

.Seventh Day of November, 2006

JON W. DUDAS
Director of the United States Patent and Trademark Office

US006961720B1

(12) United States Patent
Nelken

(10) Patent No.: US 6,961,720 B1
(45) Date of Patent: Nov. 1, 2005

(54) **SYSTEM AND METHOD FOR AUTOMATIC TASK PRIORITIZATION**

(75) Inventor: **Yoram Nelken**, Jerusalem (IL)

(73) Assignee: **iPhrase Technologies, Inc.**, Bedford, MA (US)

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 202 days.

(21) Appl. No.: **10/008,152**

(22) Filed: **Dec. 4, 2001**

Related U.S. Application Data

(63) Continuation of application No. 09/602,588, filed on Jun. 21, 2000, now Pat. No. 6,408,277.

(51) **Int. Cl.**[7] **G06F 17/00**; G06F 15/18
(52) **U.S. Cl.** **706/47**; 706/16
(58) **Field of Search** 706/47, 16

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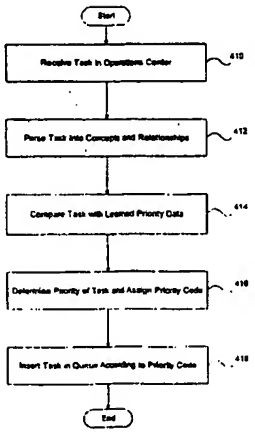
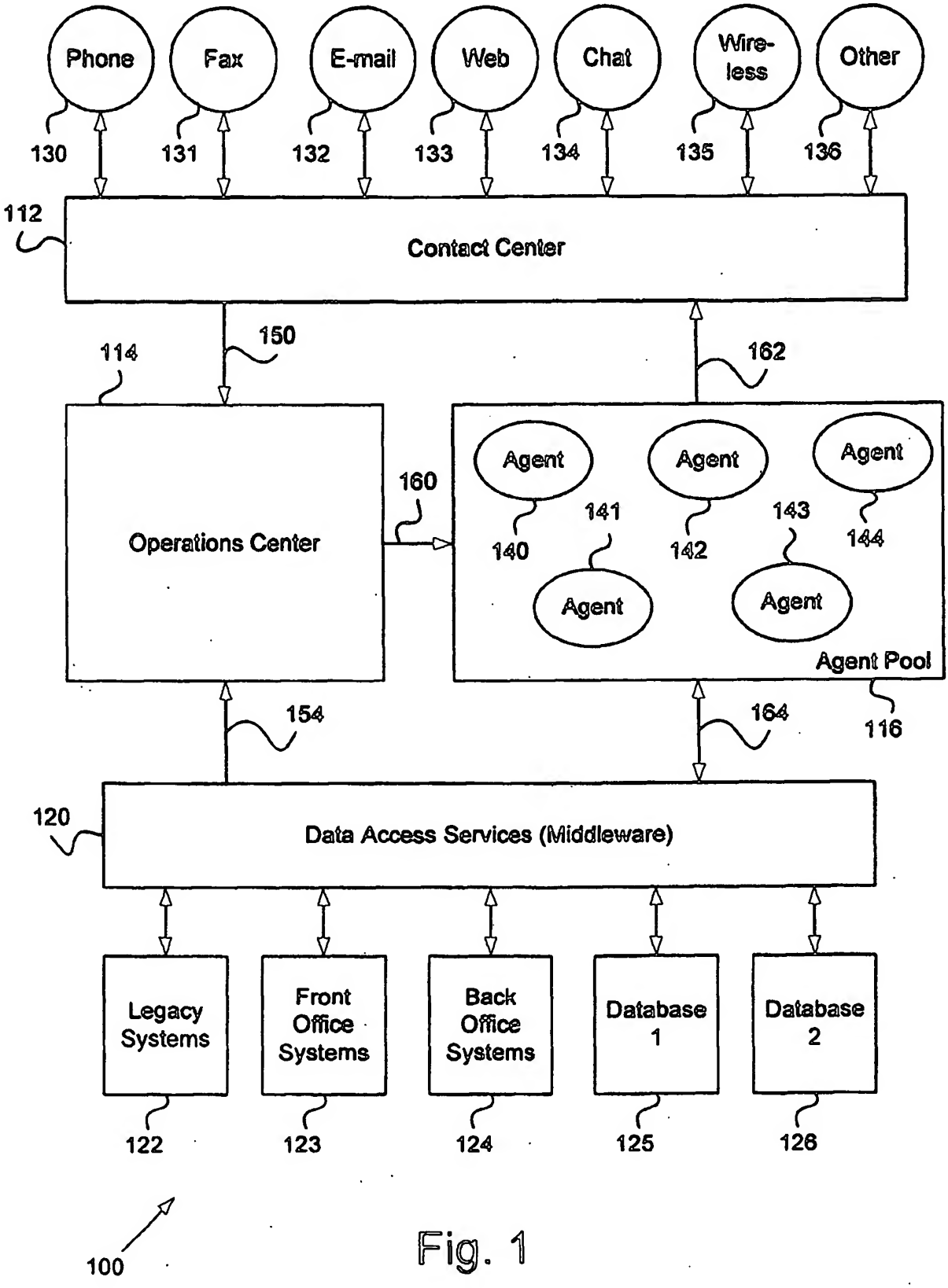
(57) **ABSTRACT**

A system and method for electronic communication management comprises a universal data model, a modeling engine, and an adaptive knowledge base. The modeling engine includes a natural language processor and a statistical modeler. A communication is translated from its native format into the universal data model. The modeling engine determines the intent of the communication using the natural language processor and the statistical modeler. A response is generated, either automatically or by an agent. An audit module analyzes each response and provides feedback to the modeling engine and the adaptive knowledge base. The modeling engine uses the feedback to update models in the adaptive knowledge base. The modeling engine supports various application specific modules.

3 Claims, 5 Drawing Sheets

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Fax
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Chat
Wire-less
Other
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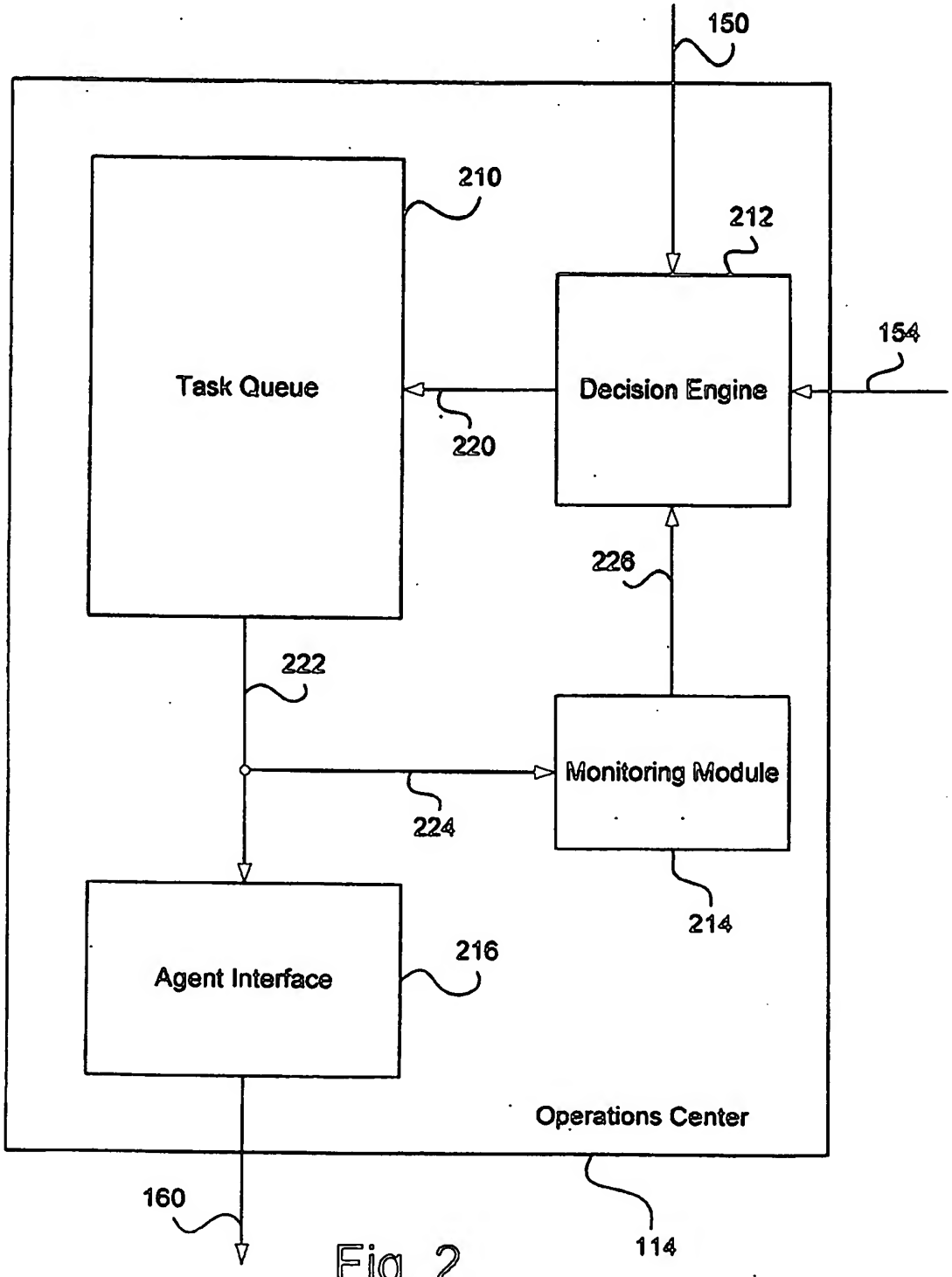
131
132
133
134
135
136
112
Contact Center
150
162
114
Operations Center
160
Agent
Agent
Agent
Agent
Agent
140
141
142
143
144
Agent Pool
154
164
116
120
Data Access Services (Middleware)
Legacy Systems
Front Office Systems
Back Office Systems
Database 1
Database 2
122
123
124
125
126
100

Fig. 1


150
210
212
154
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Decision Engine
220
226
222
Monitoring Module
224
214
216
Agent Interface
Operations Center
160
114

Fig. 2

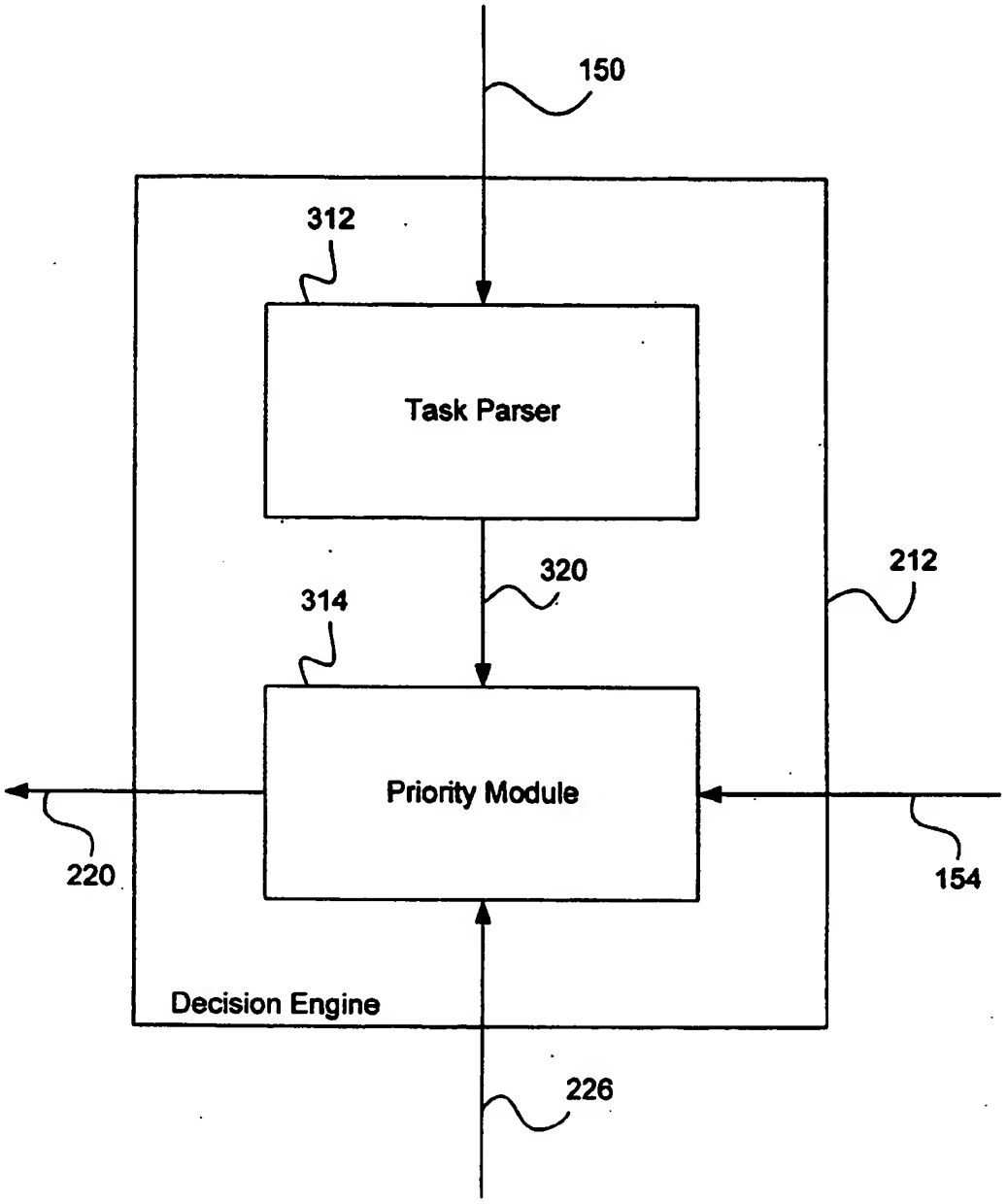
150
312
Task Parser
320
212
314
Priority Module
220
154
Decision Engine
226

Fig. 3

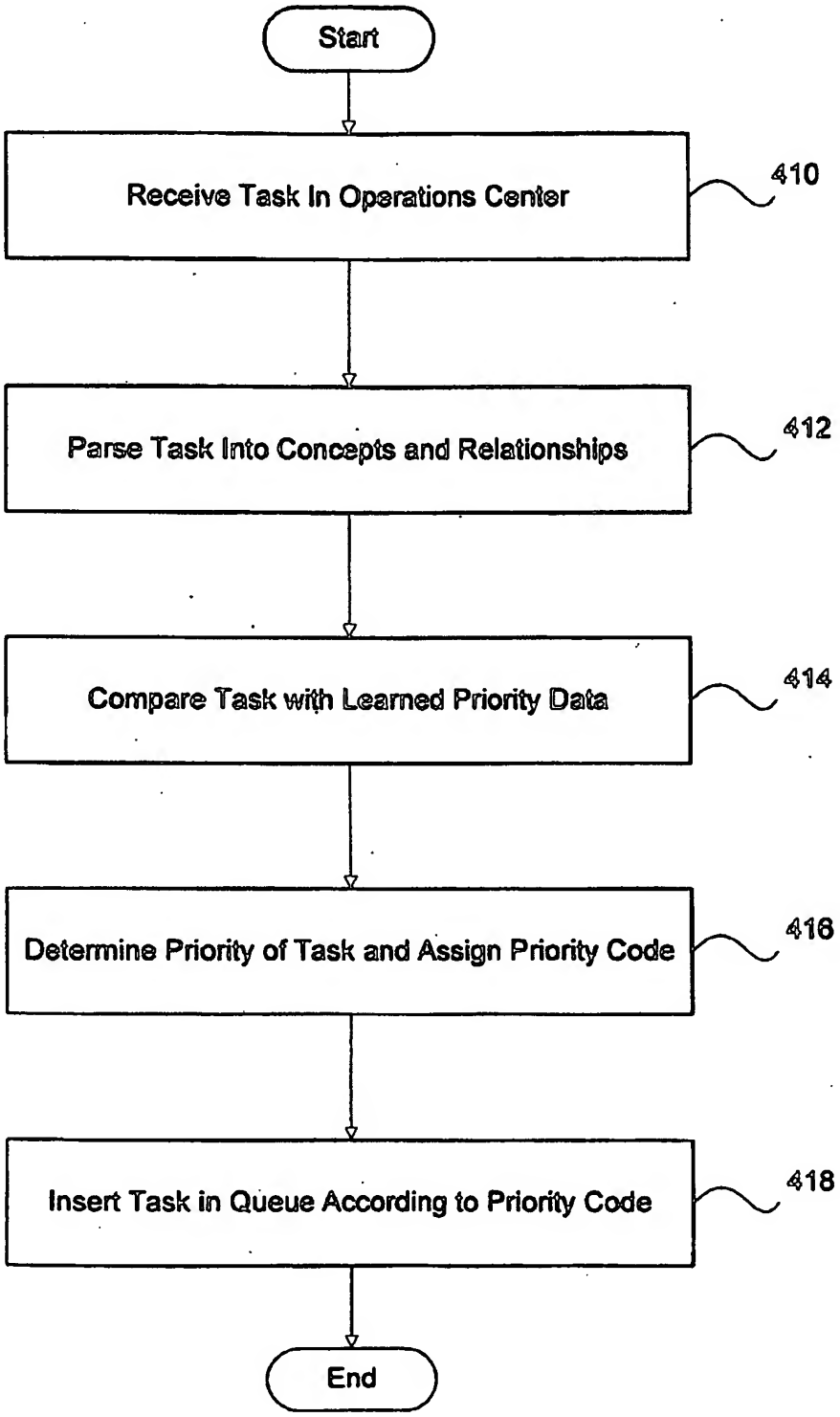
Start
Receive Task In Operations Center
410
Parse Task Into Concepts and Relationships
412
Compare Task with Learned Priority Data
414
Determine Priority of Task and Assign Priority Code
416
Insert Task in Queue According to Priority Code
418
End

Fig. 4